Alex Infante

Senior UX/UI Designer in Columbus, OH | alexandreinfante1@gmail.com | 614.377.6356 |
alexinfante.com

ABOUT ME

Collaborative and strategic UX/UI designer with nearly a decade of experience in people-facing roles ranging from customer service, direct sales, leadership as well as recruiting. I'm passionate about complex problem-solving and building impactful digital experiences with people in mind. My superpower is building relationships and understanding the jobs that need to be accomplished in order to enhance and generally iterate on any user experience across mobile and web platforms.

PROFESSIONAL EXPERIENCE

OCLC, Inc.

Senior Experience Designer Aug 2023 - Present, Contractor

Design for cloud-based platform, WorldShare, that offers an integrated management of library workflows.

- Collaborate with the seven cross-functional teams to modernize high-traffic features/modules using MUI design system and React framework while also contributing reusable patterns, components and other elements when needed.
- Serve as a mentor, led training sessions on advanced figma prototyping/variables, standardized the hand-off process as well as wrote up best practices and etiquette for designer/developer communication.
- Assisted in VPAT/ACR documentation
- Worked closely with product teams to establish release plans, user onboarding and feedback collection.

Trimble Inc.

UX/UI Designer Jan 2022 - Aug 2023

Was dedicated to leading SaaS-based construction program management solution, e-Builder (a Trimble product).

- Conducted user research and synthesis including experience & story maps, workflows, mockups, and prototypes optimized for native, web and mobile.
- Collaborated with the UX team and Design System group to design the overall components, elements, behaviors, patterns, styles, and functionality of the product and iterate to ensure a great user experience.
- Contributed and moderated co-creation sessions, user story writing and feature memo BDDs.
- Collaborated with high-profile clients to enhance most frequented features of the software and implemented Gainsight analytics to measure success.
- Focused on design quality, efficient delivery using Kanban methodology and prepared digital assets for the development team.
- Assisted in the hiring and mentoring process of new team addition.

Moment Studio

Product Designer May 2020 - Dec 2021

Collaboratively designed end-to-end experiences catering to a variety of clients' needs.

- Created user journeys, personas, sketches, wireframes, and other UX/UI deliverables to present ideas & solutions.
- Worked with several clients with different needs including but not limited to:
  - e-commerce for web
  - Food delivery mobile application
  - Video production services
  - Personal fitness trainer plans and services
  - etc.
- Led and mentored several of these projects with teams ranging from 2- 6 other designers.

Root Insurance

Claims Adjuster & Trainer Oct 2018 - 2021

Primarily focused as a claims specialist for Root Insurance, a mobile app based auto insurance platform. Assisted in a design capacity as well for both internal enterprise systems and external user experience.
- Voluntarily submitted design proposals backed by user findings and existing data while participating in several refinement sessions with product and development teams.

Homeside Financial

Account Manager Oct 2017 - Oct 2018

Primary focuses included generating new business for mortgage refinancing, collaboration with licensed loan officers and management team

Tansky Sawmill Toyota/Mercedes-Benz of Easton

Equity Mining Specialist Sep 2016- Nov 2017

Primary focus included equity mining opportunities for current finance and lease customers.

Vector Marketing

Cutco Pilot Sales/Recruiting Manager Jul 2013- Aug 2017

Primary focuses included recruiting, training, developing, and direct sales for Cutco Cutlery.

SKILLS

Research
- Opportunity mapping
- Jobs-to-be-done
- Cognitive walkthroughs
- Unmoderated & moderated usability studies
- Story mapping
- User journeys

Design tools/Software
- Figma, Adobe XD
- MURAL
- Miro
- MUIQ

Other tools
- Microsoft/Google
- Confluence/Jira
- Gainsight
- Salesforce
- Aha!

Attributes
- English & Spanish speaker
- Excellent written and verbal skills
- Thorough researcher
- Natural leader & mentor
- Collaborative
- Detail-oriented
- Curious by nature
- Innovative problem solver